

CLAIMS

What is claimed is:

- 1 1. A trouble ticket handling system, comprising:
2 login logic operable to log a user into a plurality of trouble ticket
3 systems;
4 a monitoring device operable to poll the plurality of trouble ticket
5 systems comprising a plurality of open trouble tickets; and
6 user interface logic operable to enable the user to automatically load a
7 proper trouble ticket from any of the plurality of open trouble tickets at the plurality
8 of trouble ticket systems.

- 1 2. The system of claim 1, further comprising memory coupled to the
2 login logic, the memory being operable to store at least one password associated with
3 each of the plurality of trouble ticket systems, and to store and a username associated
4 with the user.

- 1 3. The system of claim 2, wherein each of the plurality of trouble ticket
2 systems is associated with a geographic region.

- 1 4. The system of claim 3, wherein each of said at least one password is
2 different and each of said at least one password is associated with one of the plurality
3 of trouble ticket systems.

- 1 5. The system of claim 1, wherein the monitoring device is operable to
2 poll the plurality of trouble ticket systems on a periodic basis.

1 6. The system of claim 1, wherein the monitoring device is operable to
2 poll the plurality of trouble ticket systems upon receiving an instruction from the user
3 interface logic.

1 7. The system of claim 1, wherein the monitoring device is operable to
2 retrieve information from each of the plurality of trouble ticket systems regarding a
3 plurality of open trouble tickets associated with the user.

1 8. The system of claim 7, wherein the trouble tickets are associated with
2 the user through a common language location identifier based on a center associated
3 with the user.

1 9. The system of claim 1, further comprising sorting logic operable to
2 determine the proper trouble ticket to load to the user.

1 10. The system of claim 9, wherein the sorting logic is operable to sort a
2 plurality of trouble tickets responsive to a common language location identifier, a
3 tracking key, and a time stamp associated with each of the plurality of trouble tickets.

1 11. The system of claim 9, wherein the sorting logic is further operable to
2 sort a plurality of trouble tickets responsive to a tracking key associated with each of
3 the plurality of trouble tickets.

1 12. The system of claim 1, wherein the user interface logic inhibits the
2 user from choosing a trouble ticket to work on based on a perceived level of difficulty
3 associated with the chosen trouble ticket.

1 13. The system of claim 1, wherein the user interface logic is further
2 operable to enable the user to manually load to a trouble ticket.

1 14. The system of claim 13, wherein the user interface logic is further
2 operable to enable the user to enter a reason for manually loading the trouble ticket.

1 15. The system of claim 14, wherein the user interface logic is further
2 operable to set an alarm when the user exceeds a threshold number of allowable
3 manual load tickets.

1 16. The system of claim 15, further comprising a reporting logic operable
2 to report the alarm to a supervisor of the user.

1 17. The system of claim 1, wherein the proper trouble ticket is determined
2 by a sorting logic which is operable to provide the user interface with an oldest
3 maintenance ticket as determined by a tracking key associated with each of the
4 plurality of trouble tickets.

1 18. The system of claim 1, wherein the sorting logic is operable to provide
2 the user interface with an oldest installation ticket as determined by the tracking key,
3 if there are no maintenance tickets.

1 19. A method of assigning trouble tickets, comprising the steps of:
2 periodically polling a plurality of trouble ticket systems for at least one
3 trouble ticket associated with a support center;
4 sorting said at least one trouble ticket with a plurality of previously
5 received trouble tickets;
6 storing a plurality of sorted trouble tickets in a memory device;
7 receiving a request for a trouble ticket from a technician at the support
8 center; and
9 providing the technician with a proper trouble ticket from the plurality
10 of sorted trouble tickets.

1 20. The method of claim 19, further comprising:
2 storing at least one password for the technician associated with each of
3 the plurality of trouble ticket systems in the memory device.

1 21. The method of claim 20, further comprising logging the user into the
2 plurality of trouble ticket systems with said at least one password.

1 22. The method of claim 20, wherein each of said at least one password is
2 different and each of said at least one password is associated with one of the plurality
3 of trouble ticket systems.

1 23. The method of claim 19, further comprising polling of the plurality of
2 trouble ticket systems occurs upon receiving a request for a trouble ticket from a
3 technician at the support center.

1 24. The method of claim 19, wherein the trouble tickets are associated with
2 the support center through a common language location identifier associated with the
3 support center.

1 25. The method of claim 24, wherein sorting said at least one trouble ticket
2 with a plurality of previously received trouble tickets comprises sorting trouble tickets
3 in accordance with a tracking key, and a time stamp associated with each trouble
4 ticket.

1 26. The method of claim 19, wherein the user interface logic inhibits the
2 user from choosing a trouble ticket to work on based on a perceived level of difficulty
3 associated with the chosen trouble ticket.

1 27. The method of claim 19, further comprising the steps of:
2 receiving a request from the technician to manually load a trouble
3 ticket; and
4 assigning the trouble ticket to the technician responsive to the request
5 to manually load the trouble ticket.

1 28. The method of claim 27, further comprising receiving a reason from
2 the technician for manually loading the trouble ticket.

1 29. The method of claim 28, further comprising causing an alarm when the
2 technician exceeds a threshold number of allowable manual load tickets.

1 30. The method of claim 29, further comprising reporting the alarm to a
2 supervisor of the technician.

1 31. The method of claim 19, wherein the proper trouble ticket is an oldest
2 maintenance ticket as determined by a tracking key associated with each of the
3 plurality of trouble tickets.

1 32. The method of claim 31, wherein the proper trouble ticket is an oldest
2 installation ticket as determined by the tracking key, if there are no maintenance
3 tickets.

1 33. A computer readable medium having a program for assigning a trouble
2 ticket to a responsible technician, the program operable to perform the steps of:

3 periodically polling a plurality of trouble ticket systems for at least one
4 trouble ticket associated with a support center;

5 sorting said at least one trouble ticket with a plurality of previously
6 received trouble tickets responsive to a tracking key and time stamp included with
7 each of the trouble tickets;

8 storing a plurality of sorted trouble tickets in a memory device;
9 receiving a request for a trouble ticket from a technician at the support
10 center; and

11 assigning the technician to a proper trouble ticket from the plurality of
12 sorted trouble tickets.

1 34. The program of claim 33, further operable to perform the step of:
2 storing at least one password for the technician associated with each of
3 the plurality of trouble ticket systems in the memory device.

1 35. The program of claim 34, wherein each of said at least one password is
2 different and each of said at least one password is associated with one of the plurality
3 of trouble ticket systems.

1 36. The program of claim 33, further operable to perform the step of
2 polling of the plurality of trouble ticket systems occurs upon receiving a request for a
3 trouble ticket from a technician at the support center.

1 37. The program of claim 33, wherein the trouble tickets are associated
2 with the support center through a common language location identifier associated
3 with the support center.

1 38. The program of claim 33, wherein the user interface logic inhibits the
2 user from choosing a trouble ticket to work on based on a perceived level of difficulty
3 associated with the chosen trouble ticket.

1 39. The program of claim 33, further operable to perform the steps of:
2 receiving a request from the technician to manually load a trouble
3 ticket; and
4 assigning the trouble ticket to the technician responsive to the request
5 to manually load the trouble ticket.

1 40. The program of claim 39, further operable to perform the step of
2 receiving a reason from the technician for manually loading the trouble ticket.

1 41. The program of claim 40, further operable to perform the step of
2 causing an alarm when the technician exceeds a threshold number of allowable
3 manual load tickets.

1 42. The program of claim 41, further operable to perform the step of
2 reporting the alarm to a supervisor of the technician.

1 43. The program of claim 33, wherein the proper trouble ticket is an oldest
2 maintenance ticket.

1 44. The program of claim 43, wherein the age of the maintenance tickets is
2 determined by a tracking key associated with each of the plurality of trouble tickets.

1 45. The program of claim 43, wherein the proper trouble ticket is an oldest
2 installation ticket as determined by the tracking key, if there are no maintenance
3 tickets.

1 46. The program of claim 33, the program being further operable to
2 perform the step of tracking a plurality of work schedules associated with a plurality
3 of technicians.

1 47. The program of claim 46, the program being further operable perform
2 the step of assigning the trouble ticket responsive to a work schedule among the
3 plurality of work schedules, associated with the technician.